

## Field Service Engineer

**Responsible for a complete range of Field Service Engineering activities for our specialized x-ray inspection systems to include installations, preventative maintenance, customer training, trouble shooting, repairs, upgrades as well as remote technical support and service.**

### **Job Description:**

- Install, troubleshoot, and maintain x-ray systems and components on customer sites
- Provide on-site and remote customer support as required
- Train customers in the operation and maintenance of x-ray systems and components.
- Identify and analyze source of problem; recommend proper corrective action and repair or replace parts as needed.
- Determine and recommend products or services that best fit the customer's needs.
- Provide final system integration / testing activities as needed in the factory for those systems assigned to you for field installation/commissioning.
- This is a field position that will base out of corporate HQ in New York with extensive travel (up to 75%). Majority of travel will be Domestic but International travel may be required
- Interact with a cross-disciplinary engineering team (mechanical, electrical, software, imaging) to help resolve customer problems and provide world class customer service
- Maintain thorough and accurate documentation and trip reports.

### **Essential Skills:**

- Degree in either Electrical or Mechanical Engineering is strongly preferred. Associates Degree may be considered.
- Minimum of 5 to 7 years of comparable field service experience with direct customer interface is required
- Must be a US citizen and pass personal background and security checks in order to obtain clearance on various government and military sites
- Proficiency in the English language with established written and verbal communication skills
- Must have a strong understanding of PC's and be proficient in MS operating systems, networking and MS office applications.
- Experience reading blueprints and schematics
- Ability to work in a fast paced dynamic environment
- Strong mechanical and electrical aptitude and problem solving abilities
- Reliable transportation with a clean, valid driver's license is required
- Must be highly organized and self-motivated

### **Non-Essential Skills:**

- Prior exposure or experience with x-ray technology and/or x-ray inspection systems would be a plus but not required
- Familiarity with motion control products and standard motor/gearbox components is ideal

### **Physical Demands:**

- Regularly required to sit, walk, bend and stand.
- Domestic and International travel via air, rail and car.
- Will be required to lift, move, erect, install and assemble electro-mechanical parts and components of varying weight, height, length and width dimensions.
- Expected to effectively communicate in person, on phone, and via email and other electronic devices on a continual and repetitive basis.
- Will need to repeatedly use hands to finger, handle, feel and operate hand tools, power tools and standard office equipment
- Day to day responsibilities will require lifting and moving of materials up to 50 pounds alone and heavier with assistance.
- Will be required to lift, move, erect, install and assemble electro-mechanical parts and components of varying weight, height, length and width dimensions.
- Specific vision abilities required include close vision, distance vision and the ability to adjust focus.

**Mental Demands:**

- On a regular basis, will be required to:
  - use written and oral communication skills
  - read and interpret data, information and documents
  - analyze and solve non-routine and complex office administrative problems
  - be creative, make judgements, use reasoning and make decisions
  - observe and interpret situations
  - learn and apply new information or skills
  - perform detailed work on multiple, concurrent tasks
  - work under intensive deadlines with frequent interruptions
  - interact with internal and external customers holding positions from a wide array of disciplines and organizational hierarchy levels
- May need to communicate and effectively manage dissatisfied or frustrated customers and/or interface with difficult/demanding individuals.
- Must be able to fulfill essential job function in a consistent state of alertness and safe manner